

**City of Bloomington
Telecommunications Council
Business Meeting – January 4, 2011**

**Common Council Chambers
City Hall at the Showers Building
401 N. Morton St.**

I. Members Present: Jesse Strycker, Eric Ost, Suzann Owen, Carl Zager, Duane Busick

II. Approval of Minutes:

- Suzann Owen moved to accept the minutes. She commented on how they were written and the format. Carl Zager seconded the motion. There were no additions or corrections. Question was called, all approved the motion.

III. Public Comment - None

IV. Reports and Announcements

1. Telecommunication Council Members:

- Suzann – We need to be following the whole thing on network neutrality. Even though it didn't affect our area of concern, cable television. It is becoming more of a concern because the pipeline that brings us cable television is the same that is used for video services. If you are following the media there was a rather long article in the Indianapolis Star from USA Today about the increase use of cable services to deliver not just internet access (email), but video and telephone. Now, we have the additional facts that many people are giving up their televisions and getting programming from the internet. This has implications at the local level. The PEG channels are mostly paid for by the franchise fees. If those numbers decline tremendously it would have a real impact.
- Duane – The use of the internet for TV is used for mostly video on demand.
- Jesse –

1. A Comcast customer spoke to me about an ongoing issue they are having with intermittently losing channels. It has gotten to a point where they can view only channel 15 and then those past 300. They've had many visits from technicians, and they have essentially said they don't know what is going on, maybe old wiring. Customers are really frustrated. They have been told that they may need to re-wire the house. Other houses in the neighborhood with the same kind of wiring haven't been affected. I've mentioned contacting the IURC, but they want to use their pocketbook. They would rather cancel their subscription to Comcast, and try AT & T or maybe even satellite. They also haven't been compensated by Comcast at all for not receiving all their service.

Duane – They need to keep calling up the chain of command until they can get someone who has an answer.

Eric – They may need to check the actual cable box. As well as contact the Comcast office in Fishers.

2. Jess - I was helping my parents, who couldn't be at home during a service visit, which was scheduled for someone to be at the home between certain hours. I sat there and no one showed up or called. When my parents called the number they had been given to call and check the status of the call, it was a voice mailbox.

3. Jesse – Over the air WTIU on January 2nd (?) was re-mapped; 30.1 were 30.66. It lasted about 14 hours, then suddenly re-mapped again.

Eric – If members of the public have an issue with their cable service. Please feel free to come to our meetings, and/or contact the Indiana Regulatory Commission (IURC).

2. ITS Dept. - No Report

3. CATS – Michael White

- Monthly programming
- Thanks to all the production folks, and the master controllers.

Duane – Looking at the end of the year statistics, just some things I would like to highlight:

1029 equipment check-outs
800 patron programs

Programs that need to be increased:

146 video training

Michael - We will make an annual report for 2010.

4. WTIU – No Report

V. Information from or about Video Service Provider

Suzann – Last month, we discussed the new main office for Comcast. We weren't totally clear on it. I did an on-site visit, and yes it is in one of the strips near Whitehall Crossing. It is not visible from the street. It is located in the strip where Heavenly Ham is located. There is a sign on the building. I will be making another visit and going inside. I have also found on the Comcast website the new office address: 3374 W. 3rd Street. It is difficult to find on the website. The hours are Monday – Friday 9am-6pm, and Saturday 9am-1pm.

VI. New Business

Jesse – I remember something in an email about digital channels?

Eric – Comcast sent out a mailing that some customers may need a new digital box to retrieve channels (2-99, PEG changing to the lowest tier) in April. Has CATS been contacted by Comcast about the change in carriage?

Michael - We have not been contacted by Comcast.

Suzann – Just curious, are we no longer going to have a city representative attend our meetings?

Eric – Matt is joining us from the city, but I did not hear from Rick.

Suzann – Rick wasn't here last month, so I didn't know if this was part of us being cast out.

Carl – About two years ago, he stopped attending regularly.

Suzann – It's been helpful to have him here. If we are ever to know if AT&T were bringing PEG channels on that comes thru the governmental entity.

VII. Adjournment

A motion was made by Suzann that the meeting be adjourned. The motion was seconded by Jesse.

Next Regular Meeting

February 1, 2011

Common Council Chambers in City Hall at the Showers Building
401 N. Morton St.

Submitted by:

Stephanie Jachim 1- 21-2011